

*US Army Corps of Engineers,
North Western Division
“Vision” Conference*

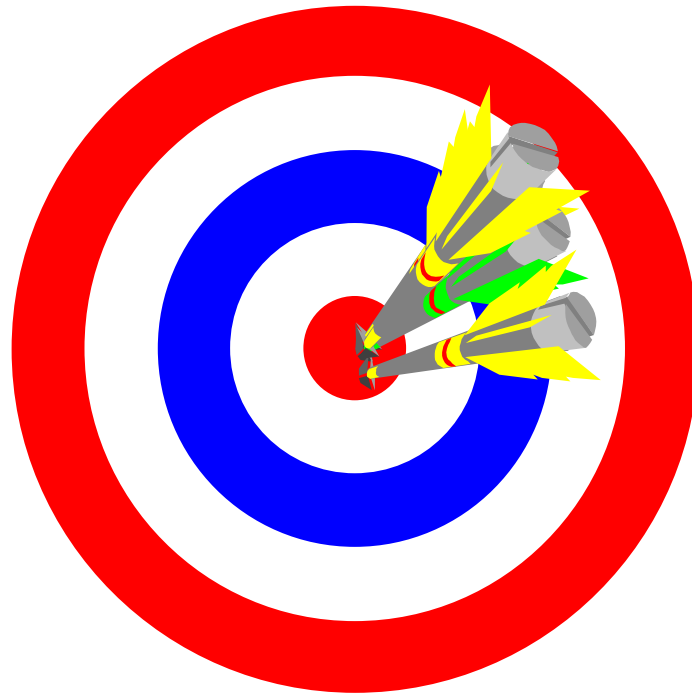


Elmer (Smiley) Williams
Director, Civilian Personnel Operations Center Management Agency

November 19, 1997
Omaha, Nebraska

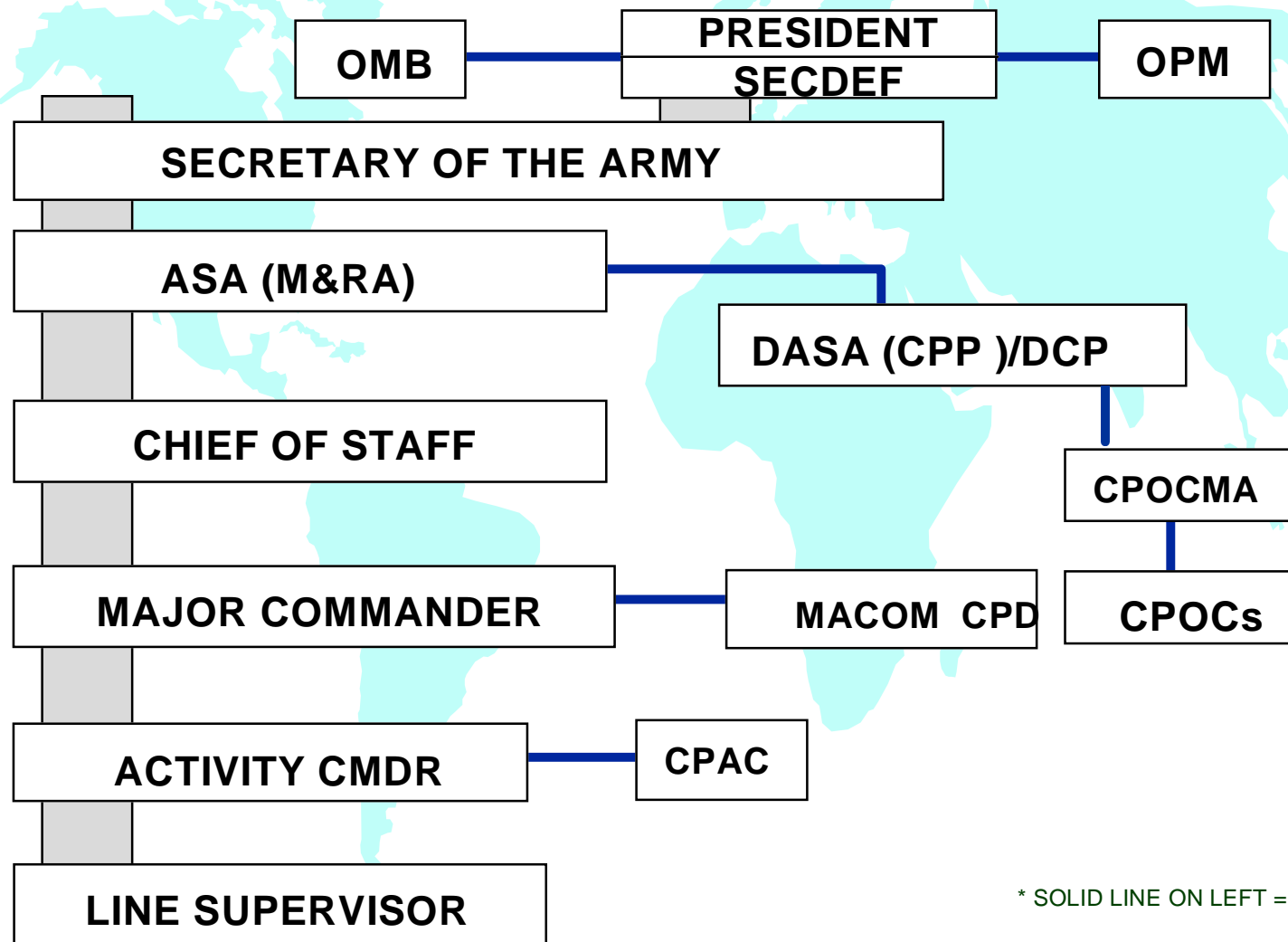
“Army Civilian Personnel Professionals -- Helping Leaders Meet the Mission”

Commander Support is



...Critical

ORGANIZATION OF THE ARMY FOR CIVILIAN PERSONNEL MANAGEMENT



Civilian Personnel Operations Centers Management Agency

Production Enhancement Division

- ▶ **Business Processes**
- ▶ **Performance Standards**
- ▶ **Workload Management**
- ▶ **Internal Audit**

Training Management Division

- ▶ **Training Development**
- ▶ **Training Execution**
- ▶ **Distance Learning**
- ▶ **Training Evaluation**

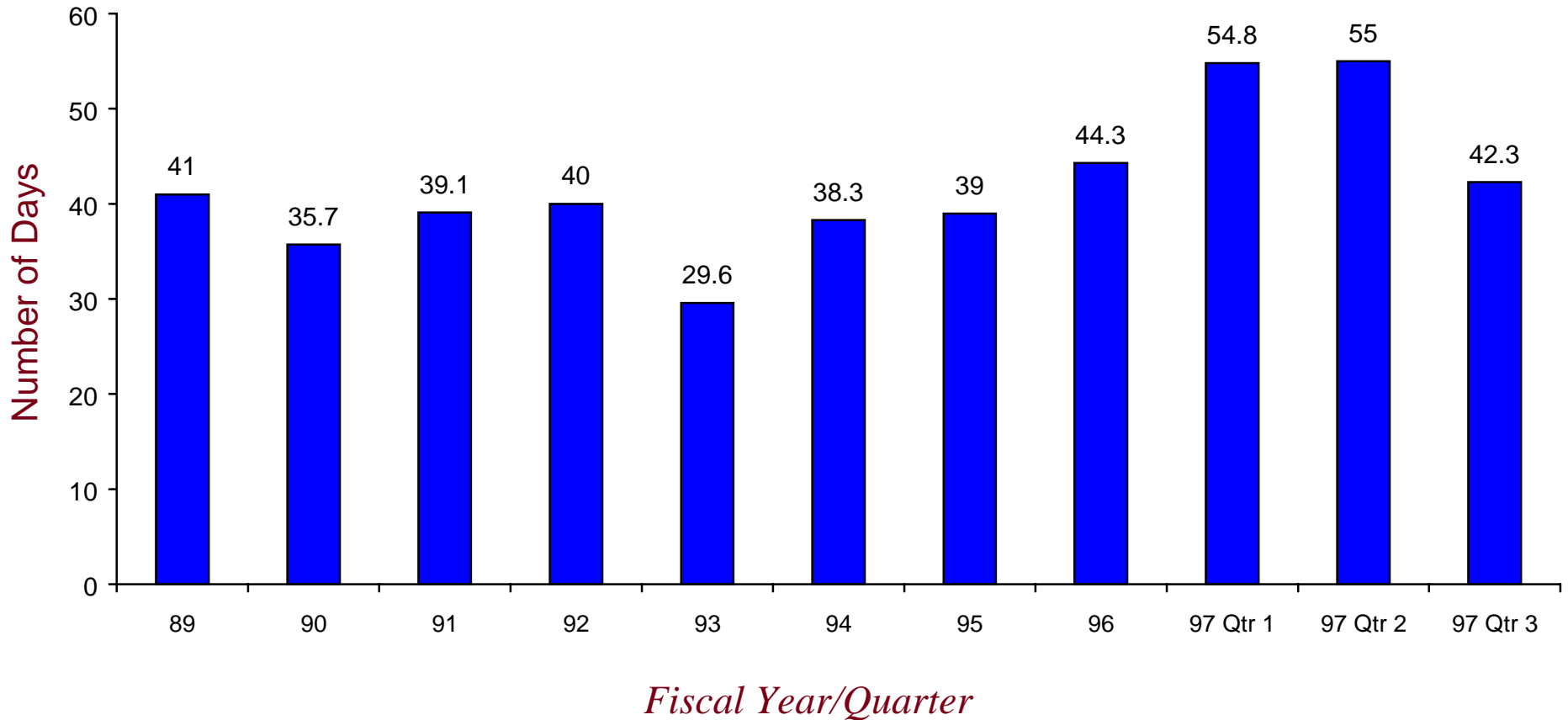
Systems Management Division

- ▶ **Assistance Teams**
- ▶ **Software Applications
Development**
- ▶ **Hardware/Software
Management**
- ▶ **Communications Support**

Resources Management Division

- ▶ **Budget Processes**
- ▶ **Manpower Requirements**
- ▶ **Contracts Management**
- ▶ **Logistics Support**

Average Number of Days to Fill Positions - Army Wide



- ✓ Time in CPOC only - Does not include CPAC
- ✓ Negative trend starting in FY96 may be reversing

Current

Initiatives

➤ CPOCMA Established

- Chartered process action team to develop standard Army performance/ productivity measures for regionalized operations***
- Reworked ACCHRM curriculum to include new instructional modules***
- Customer Feedback in CPOC Director's Performance Standards***

➤ Productivity Data

- Feedback and Management Tools***
- Data being validated now***

➤ Automation Help Desks

- Technical Support with Manager Connectivity***

Current Initiatives

(con't)

- ***Army-wide automation initiatives***
- ***CP On-Line***
<http://www.cpol.army.mil>
- ***PD Library***
 - ***Database of Accurately classified PDs***
 - ***Easy search process***
 - ***Attach Electronically to PERSACTION***
 - ***Nearly 6000 Ready for Army-wide use***
- ***Deployment of FPIs/Modern System***
 - ***Input to processes/functionality***
 - ***Beta Testing at Hoffman Site***

Management Challenges

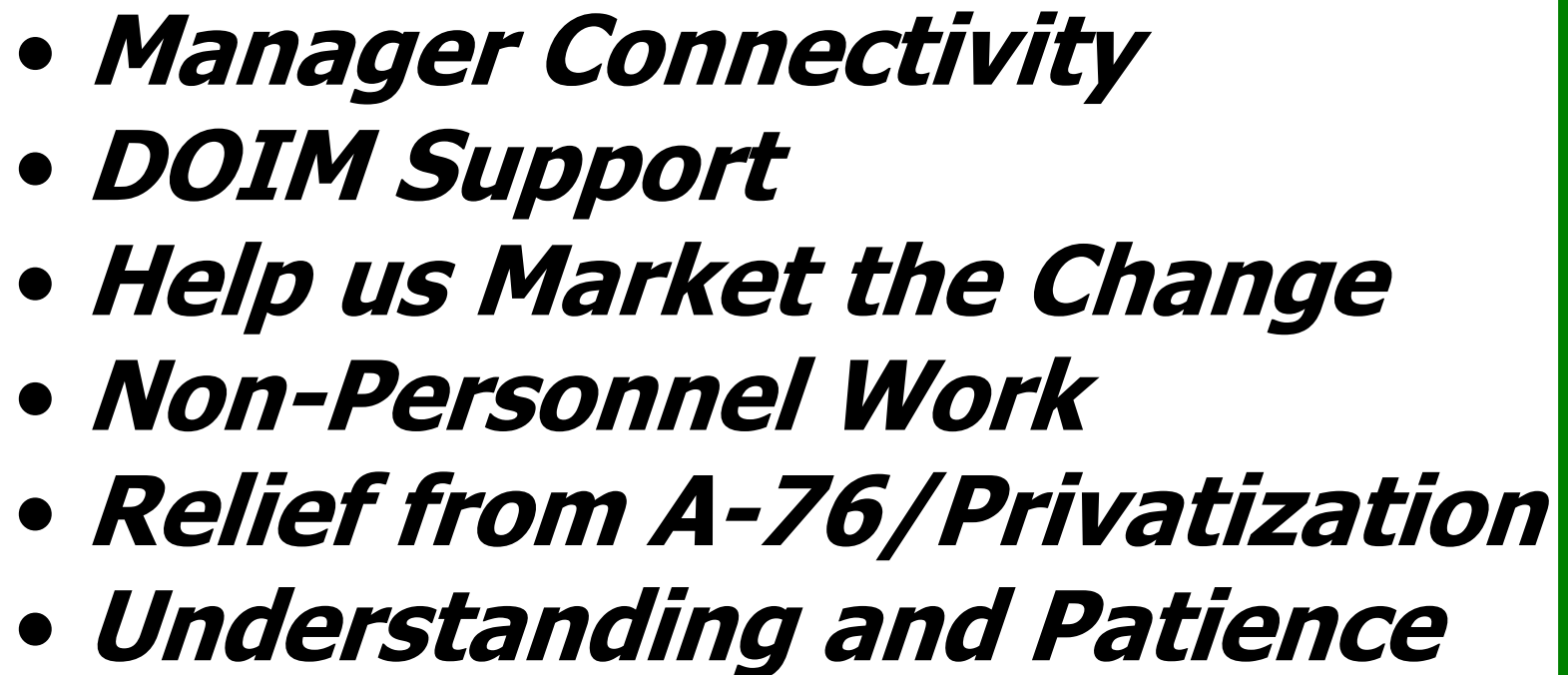
- ➔ *Support the Initiative*
- ➔ *Understand the System*
- ➔ *Work the System*
- ➔ *Plan the Work, Work the Plan*
- ➔ *Become Proactive in Managing your Workforce*



We Need YOUR Help



HOW?

- 
- ***Manager Connectivity***
 - ***DOIM Support***
 - ***Help us Market the Change***
 - ***Non-Personnel Work***
 - ***Relief from A-76/Privatization***
 - ***Understanding and Patience***

“Civilian Personnel Professionals--Helping Leaders Meet the Mission”

The Future...

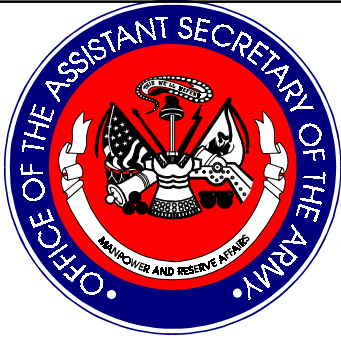
- Train Civilian Personnel Staff
- Train Managers
- Cross Teach Work
- Use COREDOC/PD Library
- Standard CPOC
- Business Process Mapping (Standards)
- Continue to Market
- Automation for XXI
- MACOM/DA Meetings
- Program Automation for the Future



The Future... *con't*

- Less Civilians
- Modern System
- Efforts to Help CPACs
- Feedback Mechanisms (Meetings and Reports)
- Delegated Classification Authority, not tied to \$\$
- Customer Service Standards (Army-wide)
- Standard CPOCs
- More Tools at Manager's Desk





“I don’t know if these are the best of times or the worst of times, but I know these are the only times we’ve got”

Art Buchwald